



*EmpowerED*

ADULT EATING DISORDERS  
PROVIDER COLLABORATIVE  
NORTH WEST  
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LEVEL  
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Cheshire & Merseyside  
Young People and Families  
Provider Collaborative  
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# Partnership Working to Improve the Experience

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EmpowerED, Adult Eating Disorders North West, Lead Provider Collaborative  
Commissioning Team

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# Our Lead Provider Collaboratives

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## Empowered Adult Eating Disorders LPC (North West)

Serving a population of circa 6 mill

NHS and IS Provision

### Challenges:

- increasing referrals post pandemic
- community eating disorder gatekeeping,
- Consistency in admission criteria
- gaps in service provision,
- Inpatient capacity across NW

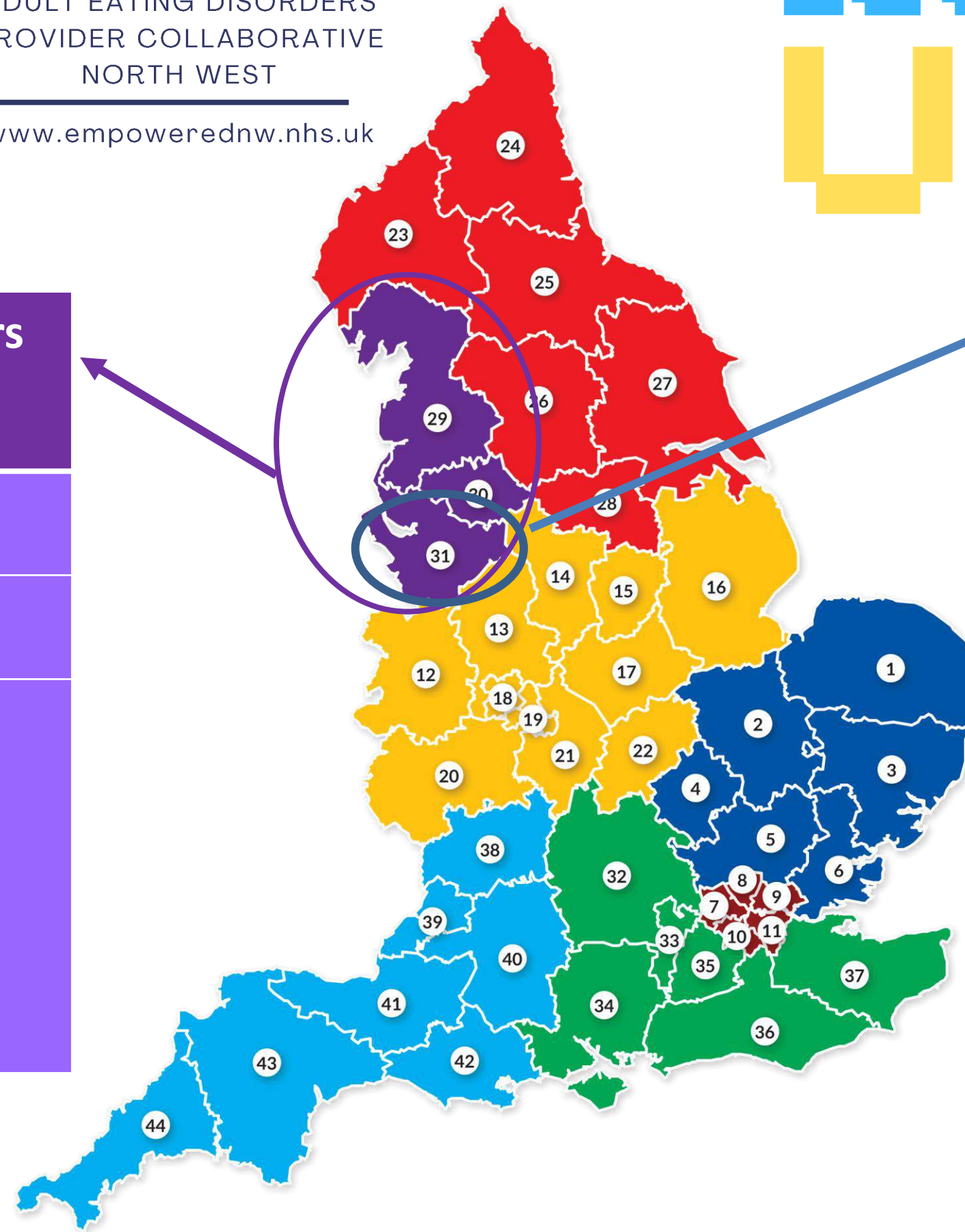
## Level Up Young People and Families LPC (Cheshire and Merseyside)

Serving a population of circa 3 mill

NHS and IS Provision

### Challenges:

- increase in referrals, young people with highly complex needs
- young people with eating disorders strengthening Local Authority partnerships
- inappropriate use of acute paediatrics as safe places.
- Delayed transfers of care
- Harm from inappropriate admission



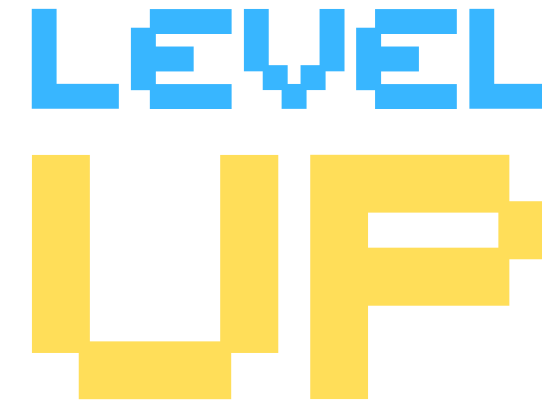
# Our partners



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- Cheshire & Wirral Partnership NHS Foundation Trust
- Greater Manchester Mental Health NHS Foundation Trust
- Lancashire and South Cumbria NHS Foundation Trust
- Mersey Care NHS Foundation Trust
- Priory Health Care

- Cheshire & Wirral Partnership NHS Foundation Trust
- Alder Hey NHS Foundation Trust
- Cygnet Healthcare
- Mersey Care NHS Foundation Trust
- Priory Health Care

The collaboratives are made up of NHS and Independent Sector Providers who are working together with Experts by Experience as equal partners to drive innovation and creativity with the aim to improve patient pathways, reduce variations in care, and foster collaboration among stakeholders for person-centred care and improve specialist mental health services for patients, carers and families.

The establishment of a diverse partnership involving stakeholders from the NHS, Local Authorities, Independent Sectors, Education Sector, and Third & Faith Sectors. This multi-organisational collaboration allowed for comprehensive understanding and integration in service improvement efforts.

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Our partnerships extend to third-sector organisations such as BEAT Eating Disorders and YoungMinds, which have helped recruit forum members and provided training for active service development.

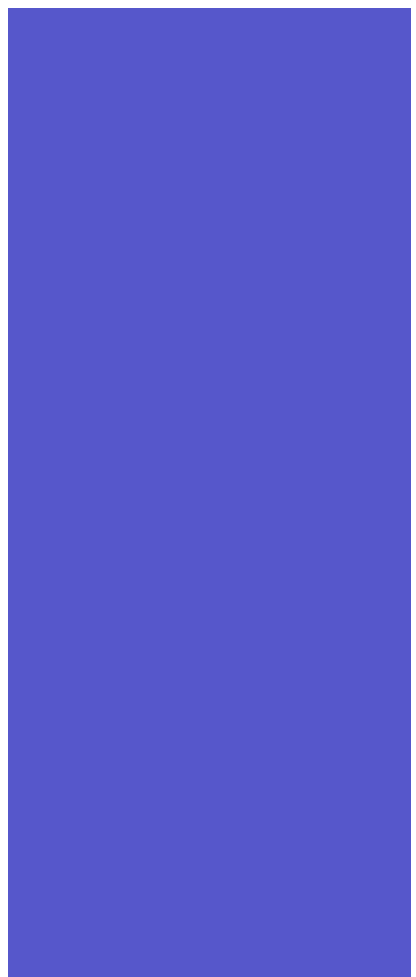
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Experts by Experience Groups – people with lived experience are trained and empowered to play a full and active role in PC groups and decision making.

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Community engagement – harnessing the energy and enthusiasm of different communities in raising awareness of mental health.

## Our approach



# Our ambition for change



Specialised Mental Health Provider Collaboratives were established by NHSE/I with a mandate for creativity and innovation driven through delegated commissioning.

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Collaborative partnerships spanning health and social care pathways are fundamental to achieving truly person centred care.

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We want our young people, their families and adults with experience of eating disorders to work alongside us as equal partners in driving service change.

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Not a soft option but a relentless focus on commissioning for quality, clinical outcomes and most importantly, patient experience.

# Our successes

Establishment of our Expert by Experience Programme	LPCs engaged with Third Sector Organisations and established Expert by Experience (EbE) forums, which played a vital role in shaping and informing the LPCs' approaches. These forums included individuals with lived experiences and their families, highlighting our commitment to embed their insights into every aspect of planning and development.
Clinical delivery groups	Clinical Delivery Groups, made up of senior clinicians from across the North West, were established to conduct a comprehensive review of the entire patient pathway. These groups were central to identifying areas for improvement and generating innovative clinical models and delivery strategies. The LPCs meet regularly with partners through its Clinical Delivery Groups, giving all partners in the LPC and opportunity to highlight learning, raise concerns and collaborate on initiatives improving the pathway for everyone across the footprint.
Review of the Patient Pathway	Understanding the complete patient pathway, from referral to treatment and discharge, was crucial. This approach has allowed for the identification of gaps and the development of effective strategies to address them.
Single referral form across all specialised eating disorder units (SEDUs).	This offered a streamlined and consistent patient experience - a key measure of success. Likewise, increased frequency of clinical meetings to review all referrals effectively mitigated potential bottlenecks in the patient care pathway.



Place-based Gateway meetings	Gateway meetings that bring together multiagency professionals to agree on appropriate care and treatment for young people with highly complex needs. These meetings foster collective responsibility among local Places and specialised mental health service providers for the care and welfare of their young people. As of now, 86 multi-agency meetings have been held, involving 137 professionals from 24 organisations, reviewing 156 cases and reducing avoidable hospital admissions.
Complex Needs and Escalation Support Tool (CNEST)	CNEST is another crucial element of our partnership working. This tool facilitates early identification of young people with complex needs and those at increased risk of admission to Tier 4 CAMHS. Through CNEST, a coordinated multiagency response ensures appropriate support and interventions for the child and their family. Already rolled out across the Cheshire and Merseyside region, we continue to engage professionals in learning about this evidence-based approach.
Engaging with Primary Care Networks	EmpowerED forum members have also provided targeted training for Primary Care colleagues, especially GPs, offering a unique perspective on eating disorders. The initiative is looking into digitising this training for wider distribution, ensuring more professionals can access this crucial knowledge.
EmpowerED training	EmpowerED, with its comprehensive training packages, leverages senior leaders' expertise and the insights of the Expert by Experience forum. During events like Eating Disorders Awareness Week 2023, over 70 professionals gained knowledge on identifying and diagnosing eating disorders, enhancing their capacity to provide effective care.
Education, Third and Faith Sector training	Eating Disorders training delivered to Education, Faith and Third Sector partners across the North West.

# Awareness

To ensure widespread awareness of our initiative we have employed various communication strategies and channels, focusing on maintaining transparency, fostering collaboration, and promoting active participation.



**Reflection Events and Transformation Events:** These events serve as platforms for sharing insights, updates, and successes related to our initiative.



**Newsletters:** Regular newsletters serve as a key channel for disseminating information. They highlight key achievements, ongoing projects, future plans, and opportunities for involvement, ensuring everyone in the organisation is kept up-to-date.



**Websites:** Our internal and external websites host a wealth of information about our initiative. They offer in-depth insights into our work, provide updates, share resources, and facilitate direct contact for those interested in learning more or getting involved.



**Social Media:** Embracing a variety of digital platforms has allowed us to reach a larger audience across the North West.



# Engaging Experts by Experience

The LPCs place significant importance on the inclusion of Experts by Experience (EbE) at every level of decision-making. This not only provides us with invaluable insights from individuals who have direct experience with mental health services, but it also ensures our strategies and programs are grounded in real-life experiences, which increases their effectiveness and relevance.



## Expert by Experience Forum

Our Experts by Experience meet regularly as a group to share their views and ideas in helping us to make positive service changes and to influence decision making.



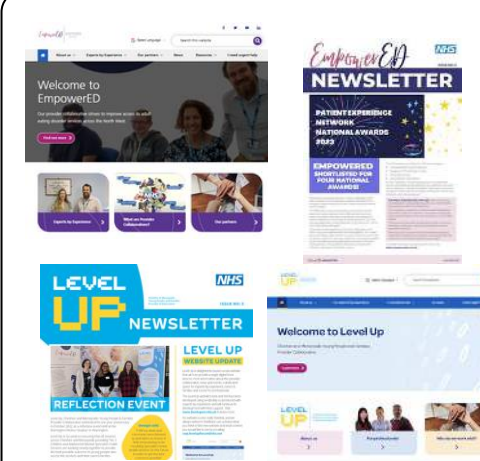
## Transformation Events

Opportunity to present at the transformation events to senior leads from all partner organisations.



## LPC Partnership Board

Our Experts by Experience are shaping eating disorder services throughout the North West; this includes attending the LPC Partnership Board and Clinical Delivery Groups influencing decisions at the highest level.



## Getting Creative

We work with our Experts so they have the opportunity to truly express themselves, through videos, written work (lived experiences, blogs, poems) or physically crafting items for display at our reflection events. Coming soon is the online eating disorder exhibition created by our Experts.

# Impact on commissioning



Unique perspective – people with lived experience of services (either as service users or families / carers) tell us how services feel in reality

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Collective action - by being honest and open about key challenges, we can move forward together in partnership to seek solutions.

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Organisational consensus - a reality based focus on person centred care unites disparate organisations in the important issues.

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Evidence based discussions – we reference best practice evidence alongside the views of our experts by experience.

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Resilience – we can face future uncertainties and challenges more robustly through our strengthened partnerships.

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Early actions – our name and logos, our website, reflective and sharing event

# Don't take our word for it, hear from our Experts by Experience

Molly EmpowerED forum member said: "It really is empowering to be a part of the forum and I love doing the work we do because it feels like we're making progress and making real change. Everything I say, feels like it's listened to and gets taken forward and taken seriously."

Georgia, Level Up & EmpowerED forum member, said: "It gives me a purpose, and as an ex-service user for inpatient services it gives me a unique perspective and I feel like I'm truly able to give back. I like to be able to act as a voice for people who have previously not felt heard, and our feedback will help people who are at the beginning avoid the issues I've faced with mental health services."

